

# Central Illinois Public Transit Passenger Handbook

The goal of Central Illinois Public Transit is to provide, safe, reliable, and timely transportation to the residents of the seven county service area; by ensuring punctuality, accessibility, courtesy, cleanliness, and serviceability, and safety at all times to our riders.

The following information is designed to clarify the expectations of Central Illinois Public Transit riders, drivers, and other employees to promote safety, efficiency and effectiveness.

Everyone (drivers, employees and passengers) is required to follow these regulations without exception.

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## **Passenger Complaints**

CIPT strives to offer safe, affordable, and on time transportation services. All CIPT staff should be friendly and courteous at all times. If CIPT service did not meet your expectations, please call us at 217/342-2193 x161 or x162 or complete a complaint procedure written form and send to:

Central Illinois Public Transit  
Attention: CIPT Program Director/Program Manager  
1805 S. Banker Street  
PO Box 928  
Effingham, IL 62401

Forms are available at:  
1805 S. Banker St., Effingham IL 62401

\* Upon receipt of written complaint contact will be made within 3 business days to discuss the complaint.

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## **What is Central Illinois Public Transit?**

CIPT is a demand-response, door-to-door public transportation service which serves all populations.

Demand-response means that riders call the dispatch office in advance to schedule their ride (whenever possible, we request that you call to schedule 24 hours before you need your trip.)

You can use CIPT to go anywhere you need: to visit friends or family, get groceries, go to work or school, anywhere that you'd drive yourself. Just call ahead, pay your fare, and go.

Please note, CIPT is NOT an *emergency medical* transportation service and our drivers are not paramedics. If you are experiencing a medical crisis, please call 911.

## **Financial Support**

Financial support for CIPT comes from:

- Illinois Department of Transportation
  - Illinois Department of Human Services
  - Area Agency on Aging for Lincolnland
  - Title XX
  - Midland Area Agency on Aging
  - Service contracts with agencies, businesses, and groups
  - General Public
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## **Dispatch and Public Transportation Hours of Operation:**

Public transportation hours are 7:00AM to 5:00PM and the dispatch office hours are 6:00AM to 6:00PM – Monday through Friday. An answering service is available before and after hours seven (7) days a week; however, it is only to take messages. You cannot schedule transportation through this service. The answering service will inform the dispatch office of your needs, but please call dispatch back if you don't receive a call the next business day after leaving a message.

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## **Service Interruptions**

In case of service interruptions (snow, ice, fog, etc.) please understand that we may be running behind. We want to ensure safety and will take all precautions necessary to provide safe travels for all of our riders.

If there are any schedule changes due to bad weather, CIPT will contact riders who have a scheduled trip by phone. We will also make announcements of any schedule changes due to bad weather via our Facebook page and by radio on the following stations:

**WXEF**  
**WCRC**  
**WHQQ**

**WPMB**  
**Jack FM**  
**WRAN**

**WITT**  
**WNOI (FM103.4)**  
**KJ Country**

**WSMI**

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## **Passenger Registration:**

We ask that first time passengers register with the dispatch office 24 hours before needing a ride by calling: 1-855-755-2478. The dispatcher will ask you your name, date of birth, pick-up address, and destination address. If you are age 60 and over additional questions may be asked.

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## Cost:

## Fare Structure:

### In County Fares

- \$3 per one-way trip, \$6 per round trip
- Children 0-5 ride free with paying adult
- Children 6-12 are \$2 per one-way trip, \$4 per round trip
- Senior transportation is available without charge. Donations are accepted

### Monthly Passes

- Monthly Pass \$35.00
- Monthly pass for person with a disability \$15.00

### Discount Tickets

- Books of 10 tickets (No expiration date) \$15.00

### Seniors

- Senior ID cards are available

### Out of County

Call the dispatch office for rates. These rates will vary depending on the provider that is able to take you to your destination of choice.

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## Trip locations:

You can use CIPT to go anywhere. Some examples of trips include:

1. **Shopping Trips:** including trips to the grocery store, pharmacy, Wal-Mart, etc.
2. **Various reasons:** such as visiting friends or family, club activities, beauty or barber shop appointments, visitations, banking, business matters, etc.
3. **Doctor Appointments:** Doctors' offices, medical facilities, dialysis, cancer centers, outpatient surgery, and hospitals.
4. **Work Trips:** take CIPT to get to work/home and for volunteering.

5. **Education:** for classes scheduled during our hours of operation (7am-5pm). In addition, we take people to day care centers and pre-schools. For school-age transportation to local elementary and secondary schools; the students must reside outside the Community Unit School Bus service area.
  - Day Care
  - Preschool
  - Grade School
  - Jr. High
  - High School
  - College
  
6. **Senior Centers and Nutrition Sites:** for meals, classes, recreational activities, assistance with forms such as Medicare, Part B, energy assistance, etc.

**Reservations:**

**Reservations** can be made Monday - Friday from 6:00 A.M. to 6:00 P.M., by calling 1-855-755-2478. 24 hour advance registration is required, but same day requests may be possible if space permits.

*Please note: due to availability we may be unable to accommodate all requests but will offer other dates and/or times that are available to assist you in meeting your needs.*

**How to reserve a ride:**

To reserve a ride, just call the dispatch office at 1-855-755-2478 and have the following information ready:

- Rider name and address
- Telephone Number
- Date needing ride
- Time needing ride
- Location to be picked up at
- Location going to
- Number of stops needed
- Let us know if escort will ride with you
- Passenger assistance needs

Drivers are not allowed to make reservations from their vehicle. You must call the dispatch office to reserve your ride.

**Pick Up and Return Rides:**

Your pick-up window is 15 minutes before and 15 minutes after your scheduled pick-up time, so please be ready 15 minutes before your requested pick-up time. After waiting 5 minutes, the driver will be instructed to leave.

Please be ready when your bus arrives. Passengers who are prompt help us to be on time for the next rider, which enables us to provide better and faster service for everyone.

Upon arrival, the driver will honk (if necessary).

Because the buses are routed prior to your pick-up time, we may not be able to come back to get you until the next scheduled time the driver is in your area.

Adequate time for vehicle boarding and disembarking will be allowed.

## **Cancellations:**

If you need to cancel your trip, please call as soon as possible. At a minimum, you must call the dispatch office (1-855-755-2478) two (2) hours before your scheduled pick-up time.

By canceling if you don't need a ride; we can avoid unnecessary trips and keep costs and inconvenience to other passengers down.

Thank you for your cooperation.

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## **Service Area:**

**Central Illinois Public Transit** is operated in Shelby, Moultrie, Douglas, Montgomery, Fayette, Clay and Effingham Counties.

- Passengers may travel anywhere in their county.
  - Out-of-County transportation is also available. Rates for out of county trips may vary, contact dispatch for more information.
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## **Packages:**

Drivers are NOT responsible for your personal items or packages. CIPT assumes no responsibility for damage, breakage, or loss of parcels.

If requested, drivers can assist with carrying packages on/off the vehicle. Drivers can carry packages to your door, but cannot take them beyond this point as drivers are not allowed to enter a business, agency, or home at any time.

CIPT reserves the right to limit the weight and size of an article to be transported. If the article will interfere with the normal access of passengers, CIPT may refuse to transport the package. This generally applies to articles in excess of 50 pounds and eight (8) cubic feet in size.

## **Carry-on Items**

Please do not leave carry on packages, bags, or other personal items in a doorway or aisle as this might cause the driver or another passenger to trip.

Your personal items should be secured in a way to allow the driver to move freely.

Personal items cannot block windows or emergency exits.

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## **Passenger Guidelines:**

**Our goal** is safe, efficient and responsible transportation for our passengers.

You can help us meet this goal by observing the following guidelines:

- Drivers will not wait more than 5 minutes for passengers
- All passengers must wear seat belts at all times
- Under age 8 or under 40 pounds in a non-commercial vehicle must have car seat (see attachment 1)
- We encourage all mobility devices (wheelchairs, scooters, etc.) to be secured with proper securement devices by a CIPT employee.
- CIPT will secure respirators and portable oxygen for passengers as needed
  
- **Inappropriate conditions or behaviors:**
  - Drinking – No open containers.
  - Smoking
  - Standing
  - Improper dress (examples: no shirt, no shoes, etc.)
  - Damaging or disfiguring the vehicles (interior or exterior)
  - Removing any items from the vehicle not belonging to the passenger (examples: fares, donations, blankets, fire extinguisher, supplies, tools, etc.)
  - Physical or verbal abuse of the driver, staff or other passengers
  - No loud music – ear buds must be worn.
  - Cell phone volume must be minimal/No speaker phone

### **In Addition:**

- Passengers cannot demand changes in the schedule, or request to be picked up first or last
- Personal grooming habits, which are consistently offensive to a majority of other passengers, will be discussed with the passenger privately, and may be cause for further action
- If you need assistance, please wait for the driver to help you on and off the vehicle
- Please don't tip the drivers or give them gifts. They are proud to serve you.

Failure to follow these guidelines may result in suspension or termination from CIPT.

Any additional action by a passenger, which may endanger the safety of the passengers, driver or vehicle itself, may be cause for disciplinary action or refusal of service. CIPT reserves the right to refuse transportation to persons violating guidelines.

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## **Escort Policy:**

**Escorts** are people that travel at no charge to assist a passenger with a special need. Escorts can help the rider carry packages and escort them safely through the door of their home or destination.

In a door-to-door public transportation system, like CIPT, drivers may assist a passenger from their home to their destination (door-to-door), but drivers cannot cross the threshold of the rider's home or destination. In addition, drivers cannot cross the threshold of the rider's home or destination to carry parcels, packages, grocery sacks, etc. Assistance is from the door – to the door **ONLY**. The driver may not go inside; therefore, having a friend, neighbor, or family member ride as an escort can be helpful for persons with special needs.

Anyone with questions can call (217) 342-2193 ext. 161 or 162 between the hours of 8:30 A.M. to 4:30 P.M. Monday through Friday to discuss with the transportation supervisor.

Remember, our goal is to get you the rides you need.

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### **Service Animals:**

#### **Service Animals are permitted on CIPT vehicles.**

If you have a service animal that will accompany you, please let the dispatcher know when scheduling your appointment.

A service animal is any guide dog, signal dog, or any other animal individually trained to work or perform tasks for an *individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.*

(DOT, Americans with Disabilities Act – Transportation Regulation, 49CFR § 37.167(d), ¶ 46,267.)

### **Non-Service Animals:**

Animals which are typically or reasonable domesticated pets are allowed on the vehicles if an animal carrier is used.

### **Lift/Ramp, and Securement Use**

If you have limited mobility (cannot easily climb steps) you may ask to use the lift or ramp to get on or off the bus. Please let the driver know you would like to use it.

To keep riders who use wheelchairs or other mobility devices safe, CIPT uses a securement system. Drivers will ask the rider to secure their wheelchair or mobility device, but will not deny service if a wheelchair cannot be secured.

CIPT will not require a rider who uses a mobility device to transfer to another seat.

Drivers are expertly trained in passenger safety and will assist with all lifts, ramps, and securement systems.

### **Lift Deploy**

You may use a lift to get on or off the bus at any designated stop, unless the lift cannot be deployed (operated); the lift will be damaged if it is deployed, or conditions prevent the safe use of the stop by passengers.

## **Wheelchairs and Mobility Devices**

All wheelchairs/mobility devices and occupants can be transported if the lift, vehicle and driver can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements.

### *A Special Message to the Rider*

*Dear Rider,*

*You are a valued person as well as our customer, if you have questions, or if these policies cause hardship, please contact us to see if we can meet your needs. Also, if you have special circumstances, please contact us as soon as possible so we can meet your needs.*

*We look forward to serving you!*

*Sincerely,  
Central Illinois Public Transportation*

*General Questions: (217) 342-2193 ext. 161 or 162  
Dispatch/Trip Questions: (855) 755-2478*



CENTRAL ILLINOIS PUBLIC TRANSIT  
EFFINGHAM COUNTY PUBLIC TRANSPORTATION  
CHILD SEAT BELT RESTRAINT  
POLICY

Revised  
July 23, 2014

**IDOT-DIPT Requirements:**

When any person is transporting a child in this State under the age of 8 years or under 40 pounds in a non-commercial motor vehicle of the first division, a motor vehicle of the second division with a gross vehicle weight rating of 9,000 pounds or less, or a recreational vehicle on the roadways, streets or highways of this State, such person shall be responsible for providing for the protection of such child by properly securing him or her in an **appropriate child restraint system**.

By reason of the requirement, Central Illinois Public Transit / Effingham County Public Transportation Mini-Vans fall under this requirement. All larger vehicles, by definition of requirements listed above do not apply to the Child restraint requirements.

**TRANSPORTS IN MINI VANS - REQUIREMENTS:**

1. The child safety restraint seat will be provided and installed by the parent or adult accompanying the child.
2. The parent or adult accompanying the child will be responsible for securely fastening the child safety restraint seat.
3. The parent or adult accompanying the child will be responsible for removing the child safety restraint from the bus after transporting the child regardless if the child will be transported later in the day, unless:
  - a. The child is part of a contract for transportation that the vehicle is only being used for, AND the driver is not leaving the location for other transports.
4. The Dispatch office shall inform the Parent or adult rider at the time of the reservation with full understanding of this policy.
5. Any and all Drivers shall refuse transport of children in Mini Vans if the Parent or adult accompanying the child does not provide a child safety restraint seat for each child under 8 or under 40 pounds.
6. At no time will the Driver install or fasten any child restraint system to be used by clients.

**TRANSPORTATION IN ALL LARGER VEHICLES:-** Any vehicle that carries over 10 passengers

1. Child safety restraint requirements do not apply as defined by IDOT-DIPT.
2. Seatbelts in vehicles are to be used by all riders unless they provide a disability waiver from their Doctor.

This policy shall be in effect as of July 23, 2014 until further notice.